

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

MN.IT @ DHS

Project Title: MNSure Project – EP Product Suite

Category: Program/Project Manager (1 resource)

Business Need

MN.IT @ DHS is issuing this Request for Offers (RFO) to procure the services of one (1) Program/Project Manager with strong experience in large and complex systems development projects. The resource will provide Project Management expertise for the EngagePoint Product Suite so new products introduced to the system are compatibly written, ensuring that:

- Finance accounts are created accurately without disruption within the EngagePoint/MNSure Financial System;
- Invoice processing is not disrupted on a monthly basis;
- Account data is maintained within the finance system;
- Payments received from the customers are processed in the finance system;
- Reporting of the accounting and payment details are accurate;
- BHP payments in the finance application are reconciled;
- Audit and Notify are properly utilized;
- Invoices and Notices are stored accurately in Content (within the MNSure system) with the required metadata so that it can be retrieved by all the COTS applications; and
- The business has a vehicle capable of immediately upgrading support.

It is the on-going commitment of MN.IT to provide technology solutions that are reliable and flexible enough to meet fluctuating customer demand and increasing expectation of 7x24x365 system availability, all while decreasing on-going support expenses.

Project Deliverables

The Program/Project Manager, in collaboration with MN.IT @ DHS staff and other stakeholders, will:

- Provide alternative solutions to solve production issues, including the design, development, testing and delivery of alternative solutions within challenging, i.e. tight, time frames
- Lead teams toward solution design alternatives and articulating alternatives to ensure that both business and technical teams are provided with optimum solution

Project Milestones and Schedule

- MNSure project already begun
- Projected Transaction Start Date: March 27, 2015
- Projected Transaction End Date: December 31, 2015

Project Environment

The Program/Project Manager will need to interface with a variety of individuals both on the project team and individuals outside the project team that may have a vested interest and can offer information pertaining to the project including:

- Other Project Managers
- Developers/Programmers
- Business Analysts
- Database Administrators
- Information Technology Group
- System Architects
- All members of the QA staff (Managers, Supervisors, Leads, other QA Analyst)
- MNSure Business staff
- DHS Business staff
- MN.IT employees
- External vendors
- Stakeholder community including the counties and health care provider organizations
- Other agency team members

Project Requirements

- All work will be done at offices in St. Paul, MN unless otherwise arranged
- Work must comply with the Statewide Enterprise Architecture
- Work must comply with the State's Enterprise Security Policy and Standards
- Work must comply with Statewide Project Management Methodology
- Work must comply with applicable industry/agency standards
- Resource must be able to work independently, with little or no supervision
- Resource must be able to drive to resolution in situations with high ambiguity and confusion

Responsibilities of the Selected Consultant

Responsibilities include, but are not limited to:

- Provide development of and production maintenance support of the MNSure IT solution
- Assist in development of and directing strategies, approaches, and procedures for the MN.IT MNSure IT Solution
- Communicate and incorporate business owner's visions, business plans, and key objectives.
- Provide updates as required for MN.IT, MNSure and DHS leadership
- Foster a culture that supports and drives staff engagement and collaboration in support of State objectives
- Establish, manage, and leverage business and technology relationships both internal and external to the MN.IT MNSure IT Solution
- Transfer knowledge to MN.IT @ DHS staff.

Required Skills (to be scored as pass/fail)

The following skills are required for resource(s) being submitted. These are scored as pass/fail.

- Either a B.S or B.A degree (4 year) with five years' experience as a Program/Project Manager [or in lieu of a Bachelor's degree have a two-year Associates degree with 7 years experience as a Program/Project Manager]
- Eight engagements lasting more than three months in a Program/Project Manager role

Desired Skills

Subject to the Request for Offers evaluation process, points will be scored based on the following criteria as well:

- Computer Science or Information Technology degree
- Certification as a Project Management Professional (PMP) or as a Master Project Professional (MPM)
- Proven experience with all aspects of the Software Development Life Cycle (SDLC)
- Any experience with the health insurance programs
- Proven experience working independently with minimal direction
- Proven experience showing the ability to communicate effectively both verbally and in writing
- Proven education or experience with EngagePoint product architecture and data models for EngagePoint: Finance, Content, Notify & Audit products
- Proven education or experience with EngagePoint Content, Audit, Notify and Finance products
- Experience in Java and J2EE that allows the analyzing and designing of solutions at the product level
- WebSphere experience that allows the analyzing and triaging of EngagePoint product issues by using the application & server configurations & logs
- Proven experience, including comprehensive analysis of the following
 - SVN
 - Oracle
 - TOAD
 - CMIS Workbench
 - BIRT
 - Putty
 - WinScp
 - SOAP UI

Process Schedule

Deadline for Questions	3/10/2015, 12:00 p.m. (noon) CT
Anticipated Posted Response to Questions	3/12/2015, 12:00 p.m. (noon) CT
Proposals/Resumes due	3/17/2015, 4:00 p.m. CT
Anticipated proposal/resume evaluation begins	3/18/2015, 8:00 a.m. CT
Anticipated proposal/resume evaluation & decision	3/24/2015, 12:00 p.m. (noon) CT

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Deb Tibstra, Information Systems Applications Manager
Organization: MN.IT @ DHS
Email Address: Deb.Tibstra@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized

individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

RFO Evaluation Process

- Desired Skills (70%)
- Cost (30%)

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

1. Cover Page

Master Contractor Name
Master Contractor Address
Contact Name for Master Contractor
Contact Name's direct phone/cell phone (if applicable)
Contact Name's email address
Resource (Consultant's) Name being submitted

2. Overall Experience

1. Resume identifying the Required Skills, i.e. minimum pass/fail requirements, including companies and contacts where the resource has demonstrated the required skills as previously noted. If pass/fail requirements are not met, the State reserves the right to discontinue further scoring of the proposal.
2. Resume identifying any Desired Skills.
3. Also include the name of three references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.

3. Cost Proposal

- a. Include a separate document labeled "Cost Proposal" which includes the name of each resource being submitted and their corresponding proposed hourly rate

4. Conflict of interest statement as it relates to this project

5. Additional Statement and forms:

required forms to be returned or additional provisions that must be included in proposal

1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
3. Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
4. Certification Regarding Lobbying (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
5. Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
6. Resident Vendor Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

- **Vendor is limited to submission of 3 resumes/candidates in response to this Request for Offers**
- Response Information: The resume and required forms must be transmitted via e-mail to:
 - Deb Tibstra, Information Systems Applications Manager
 - Deb. Tibstra@state.mn.us
 - Email subject line must read: Program/Project Manager Selection Committee
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability/Indemnification

In the performance of this Contract by Contractor, or Contractor's agents or employees, the Contractor must indemnify, save, and hold harmless the State, its agents, and its employees, from any claims or causes of action, including attorney's fees incurred by the State, to the extent caused by the Contractor's:

- Intentional, willful, or negligent acts or omissions; or
- Actions that give rise to strict liability; or
- Breach of contract or warranty.

The indemnifications obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this Contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's

award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at:
<http://mn.gov/oet/programs/policies/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by veterans**.

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of

Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.